

Troubleshooting

■ Why does the dash cam display "Card Error," "Card Full," or "Please Format Memory Card"?

- 1.Format the memory card to resolve potential data errors or fragmentation issues.
- 2.Go to "System Settings" > "Format Reminder" and check if the memory card format prompt feature is enabled.
- 3.If the issue persists, restore the dash cam to factory settings and restart it.
- 4.If the issue persists, the memory card may be incompatible, counterfeit, or damaged. We recommend testing with a high-quality, compatible memory card.

■ Why does the device keep restarting or fail to start?

- 1.Use the charger/cable provided with the device to avoid issues caused by incompatible power adapters.
- 2.Remove the memory card and press the power button once to check if the device starts normally. If the device experiences lag, delays, or fails to record videos, this could indicate poor performance or damage to the memory card.
- 3.Disconnect the camera cable and car charger, then reconnect them and check if the issue is resolved.
- 4.Connect the device to a smartphone USB charger using a different USB cable and plug it into a home wall outlet for a power test. If the device starts normally in this case, the issue may be with the car charger; if it still fails to power on, there may be a hardware fault with the dash cam itself.
- 5.While keeping the device plugged in, gently press the reset hole on the bottom with a pen tip or paperclip to reset the dash cam.
- 6.If the issue remains unresolved, please contact our customer service team for further support.

■ Why does the screen show "Mass Storage"?

When using a USB cable with data transfer capabilities, the device enters file transfer mode, displaying "Mass Storage" on the screen. In this mode, the device only supports data transfer, and other functions will be paused. For optimal performance, use the original car charger or a USB cable without data transfer capabilities for power supply.

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■ Why can't I connect to Wi-Fi?

- 1.Ensure the operating distance is within 2 meters to maintain a stable Wi-Fi signal connection.
- 2.Verify that the entered Wi-Fi SSID and password are correct and confirm that the network is not being used by other devices. If you forget the password, it can be reset by restoring factory settings.
- 3.Turn off mobile data and VPN services on your phone to rule out interference.
- 4.If the issue persists, please contact our customer service team for further support.

■ Why is the device's time displayed incorrectly?

- 1.Check if the "GPS Auto Time Sync" feature is enabled.
- 2.Go to "System Settings" > "Time Zone" and confirm that the current time zone matches your actual location.
- 3.Verify whether the daylight saving time function is correctly turned on or off based on your needs to ensure accurate time display.